

# CSW

## Customer Support on the Web

Customer Support on the Web (CSW) is a stand-alone intranet/internet application modeled after the DMLSS Customer Support (CS) application. CSW provides the basic functionality currently existing in CS, such as submission of facility work requests, catalog research and manual replenishment, as well as enhanced functionality that supports external customer ordering. In addition, equipment management capabilities include equipment request and work order submission. For example, CSW provides not only the internal customer area user, such as a clinician, pharmacist, or administrator, located at a military treatment facility (MTF) with the ability to order materiel and submit work requests but also the external user who is located at a field office and does not have access to the DMLSS client with the ability to request supplies and services. In addition to extending ordering capabilities to the external user, CSW provides the user with a single on-line source for creating and executing orders - an enhancement greatly streamlining the customer ordering process.

### **BACKGROUND**

The scope of CSW encompasses catalog research and item request capabilities and provides users with the capability to submit and review the status of new item requests as well as facility work requests. CSW provides non-logisticians, such as clinicians, ancillary, and administrative personnel, with an automated, user-friendly method of researching and requesting supplies and support services from Medical Logistics.

CSW provides users with an easy-to-use web-based automated research tool, displaying information from commercial and Department of Defense (DOD) sources and also items stocked in the MTF. CSW provides an integrated view of the entire DMLSS Master Catalog, MTF, Customer Catalog, and the CAIM resale source of supply items.

### ***CSW BENEFITS***

- = Provides logistics support to users in a responsive, timely, and user-friendly manner.
- = Improves users' access to research tools without requiring them to leave their work areas.
- = Reduces the amount of time health care providers spend in Medical Logistics researching, requesting materiel, and services, and following up on service requests.
- = Reduces the number of logistical terms and codes users have to decipher by providing information in lay terms.
- = Provides web-based on-line capabilities for users to initiate and submit work requests, and to obtain the status of existing work requests from Facility Management.

*The facility customer support on the web system is designed to meet all of your requirements today, and anticipate your needs for tomorrow*